

# Solution-focused Conflict Management

## Preventing and (Re-)Solving Conflicts

Whenever people work together, conflict is bound to occur. And it's a good thing, too, as every one of us is entitled and obliged to make a wholehearted effort with regard to their own opinions and interests.

However, conflict is not only a strain on nerves, it also costs money. During times of significant changes, companies need to be able to deal with the tension, the friction and the differences, which arise. Thus, executives and group-leaders and -members require the necessary knowledge and skills when it comes to managing conflict.

### Content

#### Achieving your goals

- Making all parts involved aware that conflict can be regarded as a chance
- Model of conflict management
- Phases of conflict development
- Recognizing and assessing conflict
- Managing conflicts solution-focused
- Resolving conflict constructively
- Preventing conflict
- How effective conflict management encourages teamwork and achieving its goals
- Inspiring your team and colleagues to see the advantages of open and honest communication
- Building healthy communicative relationships through trust and competence

#### Group-dynamic processes

- Importance of group-dynamic processes when working with or in teams and groups
- Group-dynamic model by Tuckmann (norming, storming, forming, performing) and how to put it into practice in order to avoid conflict

#### Communicative skills

- Strategies of "active listening" to clarify needs and varied interests
- Non-violent communication (Marshall Rosenberg) with concrete advice on how to adjust your choice of words
- Developing "conversation gambits" (agreeing/disagreeing politely, interrupting, etc.) with regard to formality/informality
- Giving and receiving feedback

#### Methodology

This seminar follows a very experience-based and practical approach. Active participation, dialog, individual, pair- and group-work, interactive exercises, self-reflection, trainer input, feedback, role play, cases and worksheets. The seminar requires a lot of participation from the participants. Please bring your cases and questions.

#### Who should attend

Group leaders, project owners, executives or team members working with/in teams that use English as their means of communication. You are interested in getting practical advice on how to resolve conflict effectively.

#### Duration:

2 days

